



Department of Accounts Charge Card Bulletin

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In This Issue

- GE National Account Manager
- Reminder on Disputes
- Updates to Annual Online Trainings
- GE PA Line and Email Access
- New PA Training Webex
- Payment Procedure Reminder

Category of Links

Charge Card Administration

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GE National Account Manager

The Commonwealth of Virginia (COV) is pleased to announce that we have a new GE National Account Manager beginning in January. Nancy Alund has been transitioned off of the COV account and JoAnn Stamper has taken her place. JoAnn is currently coming up to speed with the COV account and she will begin to attend Monthly Program Administrator (PA) calls as well as some conferences in Virginia.

Reminder on Disputes

When a cardholder or you as the PA file a dispute on a charge(s) with GE, there could be additional information needed by the GE Dispute Department in order to continue researching the dispute. This may include forms to be completed as well as possibly providing copies of charge receipts, bills, etc.

It is critical that the person who initiated the dispute complete this information as soon as it is requested of them to assist in a timely resolution. If the information is not provided back to GE, it will cause the resolution to be delayed and could comprise the outcome. Anytime there is a charge that you cannot identify or is not correct, time is of the essence. Please make sure you communicate to your cardholders the importance of following through with the needed information.

Regardless of the method of filing the dispute with GE (online or using the back of the statement), notification will be sent by GE within 7-10 days showing receipt of the dispute. This will be in the form of an email if you submitted the dispute via NetService, a fax if the dispute form was faxed in or a letter in the mail if you mailed in the dispute form. If this information is not received, follow up to GE is needed immediately by contacting slcdisputes@gecapital.com. Please email as much information that you have to assist them in researching the issue. Only send the last 6 digits of your account number on any correspondence.

Updates to Annual Online Trainings

Just to let you know we are working on updating all the online Trainings related to PCards and Travel Cards. Stayed tuned to future Bulletins for more information.

GE PA Line and Email Access

Crucial Dates

February 7th at 10am

Monthly SAM Training

February 14th at 10am

Monthly PA Call

February 19th

DOA Closed

March 7th at 10am

Monthly SAM Training

March 14th at 10am

Monthly PA Call

March 16th at 10am

New PA Training Webex

GE Contact Information

Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368 option 1

Help Desk for PA's with SAM

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368 option 3

Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

GE MasterCard established a dedicated line for all COV Program Administrators. That number is 1-866-843-1368 option 1. The dedicated staff at GE will be happy to assist you in your needs. If you require technical assistance in SAM, you can call 1-866-843-1368 option 3. This has been set up as a feature for you so please feel free to contact them for assistance.

GE has also established a dedicated email account which is monitored by our dedicated CRR's at GE, Cov.crr@ge.com. You can submit requests via email but remember there can be a longer turnaround if call volume is high. GE has committed to have each email request completed within 24 hours. Most are done right away but there may be times where a response may be a bit longer.

New PA Training Webex

We will hold a new PA Training Webex session on Friday March 16th from 10am to 12 noon. This training is for all new PA's and backups as well as open for any existing PA who may want a refresher.

This training is more in depth than the SAM refresher training each month since it will cover the abilities that PA's have online in NetService. An invite will be sent out to all approximately 2 weeks prior to the training with log on information. The training is scheduled for 2 hours to allow time for Q&A, but it normally lasts about one and a half hours.

Payment Procedure Reminder

We have been seeing a lot of payments for the Purchase Card and the Airline Travel Card being paid not in accordance to the payments procedures presented in the applicable CAPP Topics (20355 and 20336). Please make sure your staff who key the bills to GE MasterCard have the following information:

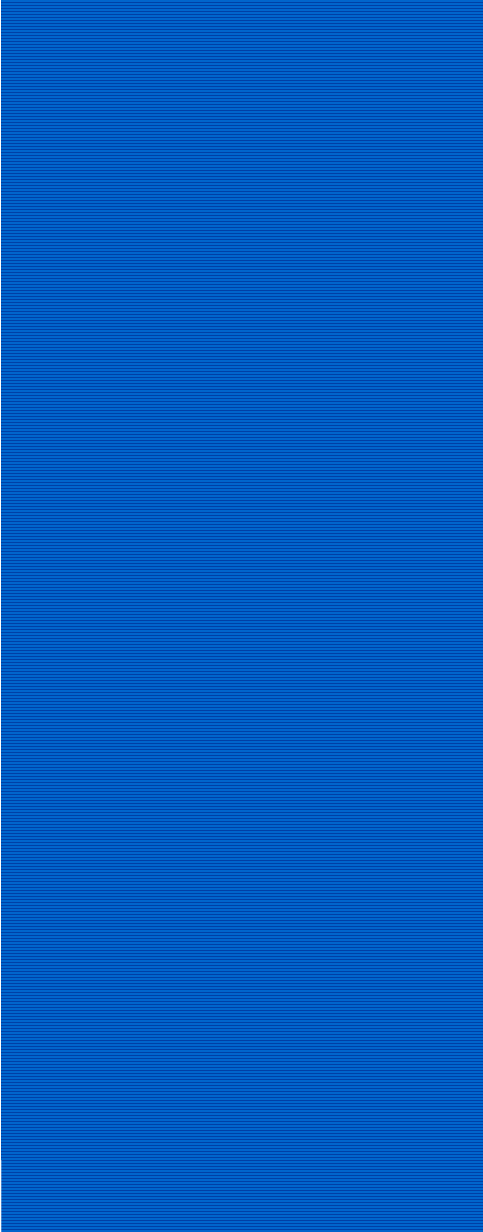
DUE DATE: The PCard and Agency Travel Card bills are due to GE no later than the 8th of the following month. Cycle normally cuts on the 15th of the month unless the 15th falls on a weekend or holiday then it is the next business day. Payments must be posted on your account on the 8th with GE. This means that you must enter your batch in at least 3 business days prior to the 8th. This is assuming you do not have any capital expenditures in the batch or the batch does not hit the error file.

VENDOR ID: Please use the following Vendor ID's for your payments to GE MasterCard:

Purchase Card 061301495 Suffix 25

Airline Travel Card 061301495 Suffix 50

If the incorrect suffix is used it will cause a delay in the posting of your funds to your account.



Billing Number: You need to record in the Invoice Description field in CARS with the billing account number. This is the 16 digit account number located on the paper bill you receive in the top right corner.

If your agency does not key directly into CARS, please make sure that the field in your Internal Financial System which populates the CARS Invoice Description field is correctly populated with the number.

We are aware that all VCCS cannot do this currently but are working with the Team on the new system to make sure this can be accommodated.

Due Date: You should not be entering a due date for any PCard or Agency Travel Card payments. If your system requires a due date, please use the date of the batch or the next day. This will prevent your payment from being held and be processed immediately to GE MasterCard.

If at any time you have questions or need additional information on the payment procedures, feel free to contact us at cca@doa.virginia.gov.

We will be developing a Guide to Payments for GE MasterCard this year which will be on the web for access by your Fiscal staff who processes these payments.